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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Switchboard Operator I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. FILING****(12 Questions)**

Employees in this job respond to calls and provide information which often requires the use of directories. Switchboard Operators must be able to quickly locate information filed alphabetically. Questions in this test section assess the ability to correctly alphabetize information such as names and government entities.

**II. ENGLISH USAGE****(12 Questions)**

Employees in this job receive, announce, direct and place calls. It is critical that the employee be clear and concise in the provision of information to the public. Questions in this test section assess the ability to use good grammar and proper syntax.

**III. WRITTEN INSTRUCTIONS****(12 Questions)**

Employees in this job may need to refer to established policies and procedures in the performance of job duties. The ability to perform duties as directed is critical to job success. Questions in this test section assess the ability to read, understand and follow directions.

**IV. INTERPERSONAL COMMUNICATION****(14 Questions)**

The ability to maintain a professional demeanor when interacting with the public in person or over the telephone is essential to successful job performance. Test questions in this section assess your skill in applying interpersonal communication theories. Test question topics include:

- Interaction with co-workers;
- Questions from the public;
- Threatening calls.